

PATHWAYS for Bill Payment Assistance:

Low-Income Utility Customer

Stable (green) -----> Past Due Notice (yellow, caution)-----> Shut-off Notice (orange) -----> Disconnected (red)

Contact your utility/service provider

Inquire/Consider/Prepare:

- budget plan options
- low-income and special customer credits
- Home Heating Credit
- Conserve Usage: Receive energy education, Weatherize your home, Talk to an expert
- Attend a customer event offered by your utility

Contact your utility/service provider

Engage/Prepare/Enroll:

- budget plan enrollment or adjustments
- low-income and special customer credits
- Home Heating Credit
- Conserve Usage: Receive energy education, Weatherize your home, Talk to an expert
- Attend a customer event offered by your utility

Contact your utility/service provider

Respond ASAP:

- budget plan enrollment or adjustments
- low-income and special customer credits
- Home Heating Credit
- Conserve Usage: Receive energy education, Weatherize your home, Talk to an expert
- Attend a customer event offered by your utility

Contact your utility/service provider

Respond Immediately:

- budget plan enrollment or adjustments
- low-income and special customer credits
- Home Heating Credit
- Conserve Usage: Receive energy education, Weatherize your home, Talk to an expert
- Attend a customer event offered by your utility

Contact the United Way's 2-1-1 by calling 2-1-1\*

Contact Michigan Department of Human Services (DHS)

Call your county DHS office, open case file, and apply for home heating assistance under the State Emergency Relief (SER) program

If the DHS payment is insufficient to address need or if your household is ineligible, contact 2-1-1 for additional bill payment assistance options. 2-1-1 will direct callers to (1) agencies with bill payment assistance programs and funding, e.g. THAW, The Salvation Army, Community Action, NCCS, St. Vincent, etc. and to (2) agencies providing related weatherization and energy education, e.g. Community Action Agencies, WARM Training Center, Michigan Energy Options, NCCS, etc.

2-1-1 may also refer to other vital needs services provided by area agencies: rent/housing, foreclosure prevention, food, EITC, State EITC, budget/credit counseling, tax preparation assistance, Link-up/Lifeline phone discounts, etc.

\*If 2-1-1 does not exist in your area, contact your local area assistance agencies individually, e.g., THAW, The Salvation Army, Community Action, NCCS, churches and church organizations, St. Vincent, Accounting Aid Society, GreenPath, etc. Refer to the Michigan Energy Assistance Directory for help finding your area's assistance agencies.